

SHREVEPORT FIRE DEPARTMENT

FlashPoint

Volume 2 Number 1

To Protect and Preserve Life, Property and the Environment

Winter 2002

Fire Department Implements Public Assistance Link "PAL" Program

■ Customer service program developed to go beyond 911

On Thursday, December 13, 2001 Shreveport Fire Chief Kelvin Cochran stood before a gallery of local media and announced the details of the Fire Department's new Public Assistance Link or "PAL" Program, but it was actually years earlier that he saw a need to provide firefighters with the tools to do more about helping people in need and saving lives in the process.

In 1997, as leader of the Department's Strategic Planning Team, Cochran and other team members developed an outline for a program that would essentially lend assistance to citizens of the community that went beyond normal emergency operations.

"Our operations division is top notch in providing emergency care to our citizens but there are additional needs from time to time that our firefighters come across that are not necessarily of an emergency nature, like someone needing a hot meal or a child needing a bicycle helmet. This is where the PAL program comes in," said Cochran.

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Firefighters Receive Medal of Valor for Heroic Rescue

Shreveport firefighters, Captain Kip Mourad and Jason Jordan received the fire department's highest honor in being presented with the Medal of Valor from Mayor Keith Hightower during a ceremony at the beginning of last month's City Council meeting for the heroic rescue of a Queensborough resident on January 17. Two other firefighters instrumental in the rescue, John Davis and Edward Carey were also recognized with Department Letters of Commendation from Fire Chief Kelvin Cochran. ■ See Flashover, pg. 2

Chief's Column

The year of 2001 will go down in history as one of the most challenging, but also one of the most productive years of the Shreveport Fire Department. The tragedy of September 11th has changed our lives forever but we are not discouraged neither are we disheartened. Great tragedy has spawned great triumph both in our country and in our profession.

Fire Chief



The year 2002 will be even more productive and exciting. Our \$32 million budget will support many of the administrative and operational goals defined by our Strategic Planning Team and administrative chief officers. Capital funds from the 2001 Bond election will also allow us to begin several major projects.

The 47th Basic Training Class began earlier this month on February 3, 2002.

Nineteen new hires have begun the exciting journey into the career of saving lives and property. A second training class is slated to begin in July 2002. Our paramedic students are currently in the field internship portion of the training program. They will finish in March and soon after test for their National Registry certification.

On February 14th an EMS planning workshop was held to evaluate staffing needs and increasing the number of EMS Task Force Stations. Plans from that workshop will be developed for assigning the new paramedics and address other EMS issues.

Administrative details are still in the works for our capital projects. We are slowly but surely closing in on the ground breaking for relocating Station 13 and Central Fire Station. We are very close to approval for our new fire maintenance facility. The former Holmes Honda/Mercedes facility is the proposed site. Specifications are being developed for four new pumpers and replacement of district chiefs and staff vehicles.

The first round of replacement self-contained breathing apparatus has been awarded. Fifty-five new Scott air packs will begin the process of transition from the current MSA units. I am proud of the efforts of the firefighters who participated in the pilot testing which led to our selection.

Education incentive pay has finally been achieved. The city of Shreveport has been paying 100-percent for tuition since 1981. I encourage all our members to take full advantage of this great privilege by furthering your education.

With the support of Mayor Keith Hightower, we are growing and thriving at an incredible pace. The hard work and dedication of the men and women of our Department is truly paying off. Community equality - support from our community and trust in our leadership is at an all time high. We must take advantage of every opportunity to express our gratitude to the Mayor and our citizens. We must continue to market ourselves. We cannot stop until we are recognized for all we are to our community. Remember: Serving our citizens must continue to have

Flashover hindered rescue efforts

Continued from pg. 1

Thursday morning, Mourad and Jordan risked their lives above and beyond the call of duty, as they rushed into a roaring house fire in the 2600 block of Quinton Street to rescue 27-year-old Debra Johnson. Mourad, the officer aboard Rescue 1, made a decision to enter the home with limited protective equipment when told by Johnson's mother that her daughter was still inside the residence.

As Mourad and Jordan entered the home's back door, smoke and flames pushed them to the floor, leaving them to crawl with little to no vision in an attempt to find Johnson's bedroom. As the pair reached Johnson's closed bedroom door, choking from smoke, they turned the handle to hear Johnson's barely audible cry coming from a corner of the room.

As he reached her lifeless body, Mourad hollered out that he had found her. Before Mourad and Jordan could get Johnson out, the fire suddenly flashed over, sending intense heat and fire throughout the home. The blast blew Jordan out the back door and Mourad hard to the floor. Both were able to recover and with the help now from firefighters Davis and Carey, were able to get Johnson to safety. Johnson, suffering from burns and smoke inhalation was rushed by Department paramedics to Willis Knighton Medical Center in serious condition. After spending nearly a week in the hospital, Johnson was released and is expected to make a full recovery.

This is only the second and third time during Chief Cochran's tenure as Shreveport's fire chief that he has bestowed the prestigious Medal of Valor on a firefighter. The medal is presented to those members who have shown true courage and bravery in the face of overwhelming adversity; going far above and beyond the call of duty in placing their life in danger for that of a fellow human being.

When questioned about how it felt saving a life and being recognized, Captain Mourad gave the Shreveport Fire Department stock answer, "I was just doing my job." For Debra Johnson, on January 17, Shreveport firefighters "just doing their job," meant a chance for the 27-year-old to live another day. ?



Firefighters from Rescue 1 following Quinton Street fire.

Pictured left to right, Capt. Kip Mourad, John Davis, and Jason Jordan. Not pictured, firefighter Edward Carey.

It's Never too Late...

It took Captain Mark Connella a little over 20 years to finish his college Associate Degree, but walking across the stage at Bossier Parish Community College in December with classmates that included fellow firefighters, made the experience all the more special. FlashPoint asked Captain Connella to put his experience into words. The following is that contribution:

Members of the fire service come in contact with large numbers of people during the span of their careers. Often times we have the opportunity to influence lives that we come in contact with and in many cases are influenced by the people they serve and the individuals they work with.

The opportunities are vast in respect to personal relationships, experiences, and varied education. My personal experience has spanned over 25 years. I began my career on the Shreveport Fire Department in the late 70's with one year of college. During the 80's, I enrolled and finished several more college classes. During that time, I discovered more difficulty in continuing my formal education because of staffing and lack of administrative support. I also discovered that a college education was not part of the culture of my job.

In an example, the case was similar to whether the fire service should take on EMS duties just a few years back. I continued to consider the possibility of finishing what I had started. During recent years in the 90's and during this new millennium attitudes have changed and our department now supports and encourages college educated personnel. This is not the only way for personal and organizational improvement, but it is an acceptable, achievable, and worthy way. I have finally achieved a goal I set for myself long ago. I must tell you, it feels good.

Acquiring a college education is an endeavor requiring some sacrifice, planning and effort. In our workplace, it is now supported and should be seriously considered. I believe we are on the threshold of the majority of our personnel being college educated. I know this is the case in many departments across the nation.

My experience was a pleasant one in completion due to the support of family and co-workers, many of them fellow students. The instructors of our courses noted our willingness to achieve and assist each other. I know that feature is part of our culture. I envision more and more Shreveport Fire Department personnel considering and taking part in this added opportunity. ? Captain Mark Connella is a 24 year Department veteran and currently serves as the C-shift EMS Shift Supervisor at Central Fire Station.

Captain Connella can be reached at 318/673-6722 or Nellacon@aol.com.

Graduation day at Bossier Parish Community College's Winter Commencement



ent exercise. Pictured left to right are SFD members Connella, Gloria Wilson, Richard Merrill, and Eric Clarke. All received their Associate of Paramedic

Degree.

Shreveport Fire Academy Offers Wide Range of College Programs

The Shreveport Fire Training Academy has been in the market for Associate and Bachelor Degree programs which will assist our personnel in reaching higher educational goals. With the city of Shreveport picking up the tab on college tuition* and with Chief Cochran's success in implementing education incentive pay, the Academy staff has been aggressively pursuing programs that would meet and enhance our day to day operation.

Whether your interests lie in fire science, paramedicine, hazardous materials, communications, or management philosophy, there is something at the Academy for everyone. The following college programs are currently offered or are in the process of being made available, on-site, at the Fire Academy:

Louisiana State University -

Eunice (LSUE) offers four Associate of Science (AS) Degree programs in Fire Science: Technology, Occupational Safety, Health Technology, and Environmental Technology.

Bossier Parish Community College (BPCC), along with their science based classes, offers core college curriculum such as math and English that can be applied to their AS Paramedic Degree program or transferred to another college. The Academy is also working with BPCC to develop an Associate Degree in Telecommunications which will accept those Fire Communications Officers and others certified by APCO.

Southern University in Shreveport (SUS) is developing an Associate of Science Hazardous Materials program which will accept those courses required to be a state certified HazMat technician toward the completion of the degree. This course will be entitled Industrial Hazards.

Wiley College of Marshall, Texas, offers a Bachelor of Science Degree in Organizational Management.

All courses offered at the Academy are accredited by the Commission on College of the Southern Association of Colleges and Schools (SACS). For more information on these or other available courses, please stop-by or contact the Academy at 318/673-6766. ?

**To be eligible for City tuition reimbursement, employees must have at least one year of service and pass each course, approved to be job related by department head, with a minimum "C" grade. The course must also be offered by an accredited college institution.*



Coming Soon: SFD Yearbooks

It's that time again - time to capture the history of the Shreveport Fire Department within the pages of a book. Plans are underway to publish a beautiful new volume filled with history, candid shots and "mug" shots, and some never before seen new sections. But your help is needed in order make this publication a success! Dig thru all those boxes of pictures you have of antics at the fire house or smoke and flames, and loan us some of the best. The committee needs volunteers to work on different sections. Call Chief Henry Simons at 6730 and let him know what section you would like to work with. And, start saving your nickels to purchase

Gifts for FDNY

Shreveport Firefighters Part of Delegation to Present FDNY with New Truck

Three Shreveport firefighters, along with other fire department representatives from around the state, were proud enough to be on their way to New York City to present the Fire Department of New York (FDNY) with a new engine to replace one lost in the 9-11 terrorist attacks. When they were told there would be one unscheduled stop along the way no one seemed to mind - it might have something to do with where that one stop ended up being - the White House.

Shreveport Deputy Chief Coy Chapel, Assistant Chief Jim Smith, and

District Chief Ronnie Jordan (left) all made the trip escorting the 29-foot, 42,000 pound pumper called "The Spirit of Louisiana" (below) to New York. The truck, built by Ferrara Fire Apparatus of Holden, Louisiana made the White House stop because, "It is a story that makes me so proud to be the President of such a great land" said President George W. Bush. The three firefighters all personally met the President and described his manner as



very "down to earth." "He walked out and I thought he would just go over and speak with the Governor (Foster) but he walked over and spoke to and shook every firefighter's hand there" said Jordan.

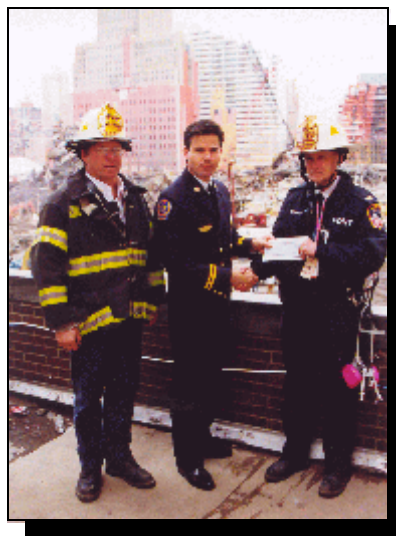
Fire Chief Kelvin Cochran said the donation said a lot about Louisiana and the compassion residents had for the New York City firefighters and their families following the events of 9-11. "It was another avenue for people to help and we were glad to be a part of it," said Cochran.

In New York, the engine was officially presented to the FDNY on December 20, 2001 in an emotional ceremony. It will be housed at a Brooklyn station. The engine cost about \$350,000, leaving some money from the donation program left over. That money will also go to FDNY after officials determine its best use. ?



9-11 Department Donation Delivered at Ground Zero

The Shreveport Fire Department, which collected \$27,000 for the families of New York firefighters lost in the September 11 terrorist attacks, hand delivered its donation last month in New York City. On behalf of the department and International Association of Fire Fighters (IAFF) Local 514, department spokesman Brian Crawford (center) presented the



check, made out to "The New York Firefighters' 9-11 Disaster Relief Fund," to New York City Fire officials during a visit to Manhattan. Union President Margene McCoy, who organized the boot drives for the firefighters' families, said the personal delivery was much more appropriate than mailing the donation. Along with the donation, a plaque honoring the Fire Department of New York (FDNY) from The Concerned Citizens of Shreveport was also presented.

The department first contacted FDNY officials in November concerning the logistics of the presentation. It was explained that the donation would be at their convenience and according to their timetable. "We realized all of the logistical, physical, and emotional things they were having to deal with.

We wanted the time to accept the donation to be on their terms," said Crawford.

FDNY firefighter Lee Morris arranged for the donation to be presented at fire station 10 overlooking Ground Zero on the morning of December 20, 2001. Ironically this was the same day that "The Spirit of Louisiana" fire engine was being delivered across town. That morning, Crawford was met outside of the familiar blue fencing that surrounds the hallowed site and was escorted back through a maze of equipment and emergency workers to the ground where the twin towers once stood.

Atop New York fire station 10, which had been converted into the World Trade Center Command Post, FDNY Deputy Chiefs Charles Blaich (above left) and Greg Rup (above right) received the donation graciously. It was obvious with the

destruction just over their shoulders, workers still digging through the debris, bodies still being found, that the moment seemed surreal. Crawford expressed the Shreveport Fire Department's sorrow over their loss, the inspiration to a nation they had provided, and the hope that the donation would help the surviving family members of those firefighters



- **Visitors receive unexpected \$8,500 donation**

Fire Chief Kelvin Cochran and District Chief and Local 514 President Margene McCoy presented the firefighters with a check for \$8,500 for the “New York Firefighters 9-11 Disaster Relief Fund.” This, is in addition to the \$27,000 the Department has already given to the fund (see story pg. 4), bringing the total gift to \$35,500.

Along with the fish dinner, the visitors were also treated to a tour of the Department's fire stations, Academy, and Communications Center. On Saturday, February 2, the FDNY firefighters were the guest of honor for the city's first Mardi Gras parade of the year. ?

New York Firefighters 9-11 Disaster Relief Fund c/o IAFF
1750 New York Ave. N.W., Washington, D.C. 20006

FRONT LINE HEADLINES

Area Safety Agencies Finish Up Two Day Mock Terrorist Exercise

Dec. 12 - On the three-month anniversary of the 9-1-1 terrorists attacks, the Caddo-Bossier Office of Emergency Preparedness (OEP), the Shreveport Fire Department, and other local, state, and federal agencies wrapped up a two-day mock terrorist exercise that all involved are giving high marks. The exercise, conducted Monday and Tuesday at Shreveport's Expo Hall, consisted of scenarios involving chemical, explosive, and biological weapons. Its purpose was to evaluate the area's ability to react and respond to a terrorist act in the Caddo-Bossier area.

According to Shreveport Fire Chief Kelvin Cochran, area residence should take comfort in knowing that agencies in our area are working in a cooperative effort to assure that in the event of a terrorist attack everything that can be done will be. "The spirit of inter-agency cooperation has never been more apparent," said Cochran.

Due to the events of September 11th and the continued acts of threats of chemical and biological terrorism, the exercise was necessary to stress and reevaluate the area's ability to handle a true community wide terrorist act, said OEP Director Chuck Mazziotti.

Pipe Bomb Discovered in Vacant Highland Home

Dec. 26 - Members of the Shreveport Fire Department Bomb Task Force were busy this afternoon destroying a pipe bomb discovered in a vacant Highland neighborhood home just before 2:30 p.m. Construction workers, subcontracted to lay a water line into the area, ventured into an uninhabited home at 2197 Cornwell Street looking for a rest room when they discovered the homemade bomb inside of a cabinet.

When department bomb technicians arrived, they isolated the area surrounding the home, including an evacuation of the lone residence next door to the north. The street was blocked as the technicians applied a disrupter to the cylinder housing of the device. The disrupter was then detonated destroying the bomb and rendering it harmless.

80-Year-Old Rushed to Hospital Suffering from Cold

Jan. 3 - In the first case of reported cold exposure of 2002 in Shreveport, firefighters were summoned to the 1900 block of Poland

this afternoon after a relative found a man unresponsive.

Firefighters entering the home described its temperature as being extremely cold. "It was below freezing," said Captain Randy Sellers. When crews reached the man, he was unable to move and had no clothing or cover. Paramedics rushed the man to an awaiting heated medic unit, wrapping the 80-year-old in blankets for warmth. He was transported to LCUHSC where his core temperature was registered at 80.8 degrees. He is listed in critical condition.

There appeared to be no gas or electric heat supplying the small wood frame house. The fire department urges all those with elderly and/or disabled family, friends, and neighbors to be sure and check on them during this extremely dangerous run of cold weather.

Firefighter/Paramedics Undergoing Mark-1 Anti-Nerve Agent Medication Training

Jan. 8 - The Shreveport Fire Department in its efforts to stay ahead in planning for any future terrorist acts has begun training their paramedics with the use of a military-style medication kit called "Mark-1." The Mark-1 kits contain two auto-injectors containing Atropine and 2-Pamchloride. These medications are the antidote for chemical nerve agents such as Sarin, Soban, and Toban.

The paramedics are being in-serviced on how to deliver the medications and what to look for in patients that may have been exposed to a chemical agent.

In what is purely a precautionary move for the department and city, Fire Chief Kelvin Cochran sees the addition of the nerve agent antidote as a necessity. "It is unfortunate that we have to carry medication for this purpose but in these times of uncertainty, public safety agencies have a responsibility to take all necessary precautions to ensure the public's health and general welfare in the event of a future terrorist act," said Cochran.

NFL Titan's Tight End to Ride Out with Shreveport Firefighters

Jan. 10 - Erron Kinney, a veteran tight end with the Tennessee Titans will be riding out with

Shreveport firefighters tomorrow from Louisiana's busiest fire station - fire station #9 in Cedar Grove.

Kinney will be in town for an NFL Super Bowl XXXVI Youth Mini-Camp this weekend and he contacted the Shreveport Fire Department about riding along with one of their companies.

The department has very stringent requirements about who can ride along with firefighters to emergency scenes, but it was something other than Kinney's NFL pedigree that got him onboard in Shreveport. Kinney is also a firefighter for the Nashville Fire Department.

Man Injured: Flies Out of Pickup Holding Mattress

Jan. 16 - A Shreveport man sustained serious but not life-threatening injuries this morning when one of several mattresses he was holding in the back of a pick-up truck took flight. Ralowe Washington, 20, of Shreveport, was traveling in the back of a full sized pick-up truck along the 4300 block on North Market when the top mattress apparently caught some air as they approach a slow curve.

A driver and Washington had loaded the mattresses earlier from a local retailer and that during the trip the rope used to tie them down snapped, prompting Washington to get in the back for the remainder of the trip. John Hawkins, who witnessed the incident, said that the mattress "just shot straight into the air." Washington let go but not after being pulled over the rail of the truck.

Firefighter/paramedics treated Washington for road-rash and a possible head injury. He was transported to Christus Schumpert Medical Center. ?

Contributions for Front Line Headlines are excerpts from press releases issued by the Public Information Office and can be viewed in their entirety on the department's web page: www.shreveportfire.org



ON SCENE

**Highland Boulevard Fire**

Nov. 15 - Investigators found this house fire in the old Highland neighborhood of Shreveport was started by a roofer's torch left against the residence. The fire caused heavy damage to the attic and roof. The occupant was alerted to the fire by an observant 11-year old

neighbor.

New Year's Fire and Snake!

Jan. 1 - Shreveport firefighters found this 6-foot boa-constrictor in the home of a New Year's day fire on Janther Place. The snake was a family pet that remarkably survived the fire that heavily damaged the

**PAL can connect citizens with agencies that can help them**

? continued from pg. 1

Partnerships with outside agencies such as the Caddo Council on Aging and the National SafeKids Coalition were established to facilitate those requests. "The agencies involved in the PAL Program already offer many of the services that are needed. They just needed someone to make the effort in connecting them with those who need their services. This is what the PAL program is all about," said EMS Officer and program architect Mike Cook.

The PAL Program is definable by four general areas of customer service:

1. **Community Education** - The Place of Worship Emergency Readiness (POWER) program will provide local churches with the information they need to understand the principles for early CPR and AED use in their facilities. It will encourage and assist all churches in identifying a POWER plan and POWER TEAM in the event of a medical emergency at their facility.
2. **Senior Connection** - This service is provided to those elderly citizens that firefighters encounter who need assistance, other than emergency care. Citizens can be linked with agencies that can help them with such items as prescriptions and meals.
3. **Kid Connection** - This program is to monitor and identify children's safety issues within the community and provide educational opportunities to minimize those types of events. One way this will be accomplished is by using the EMS Clown program in public schools to educate children on topics such as swimming safety, bicycle and helmet safety, and first aid.
4. **Citizen Outreach** - This program is to link those who need assistance that do not necessarily fall into any of the other areas of the PAL Program, such as someone who repeatedly calls the 911 call system for no apparent reason. Investigative steps will be taken to determine if that person is in need of some type of assistance, other than emergency, and then put in touch with the right agency.

Unmistakably, the Shreveport Fire Department's PAL Program is a welcomed and bold initiative that places action towards citizen welfare and well being to the forefront, where before it may have only solicited a passing glance. ? For more information on the SFD PAL Program contact the Department's EMS office at 318/673-6720.

2001-2002**Promotions****To District Chief**

Gary Horton, Nov. 1
William Howard, Nov. 16
Dennis Harvey, Jan. 1
Vance Hamilton, Jan. 1
David White, Jan. 1
Jack Allen, Feb. 1

To Captain

George Lawler, Nov. 1
Rickey Grisham, Nov. 16
Milton Nale, Dec. 1
Brad Smith, Jan. 1
Roy Jordan, Jan. 1
John Brown, Jan. 1
Paul Stephenson, Jan. 1
Kelly Duke, Feb. 1

To Fire Communications Officer I

Candi Sneed, Nov. 16

To Driver

Trayon Jones, Nov. 1
Rex Wilhite, Nov. 16
Todd Olague, Nov. 16
Jeff Teer, Dec. 1

Russell Barnes, Dec. 1
David Burden, Jan. 1
Richard Scales, Jan. 1
Michael Fredieu, Jan. 1
Scott Boyett, Jan. 1
Jonathan Wimberly, Feb. 1

Retirements

District Chief Pete Moncrief, 28 years
District Chief Glen Benton, 32 years
Captain Dennis Aaron, 28 years
District Chief Jerry Williford, 31 years
District Chief Terry Howard, 28 years
District Chief Joe Rice, 32 years
District Chief James Pope, 32 years of
Captain Mike Humphrey, 28 years

New Additions**Fire Communications Officer I**

Monica Graham, Regina Harvey
Emily Clark, and John Elliot

In Memory

Felix Faulk, FCOI
1967 -SFD 1998 - 2002

FlashPoint

An official publication of the Class 1
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Kelvin J. Cochran, Fire Chief

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Mary Anne Tompkins

FlashPoint welcomes questions or
comments. For more information on the
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contact: 318/ 673-6652, email
brian.crawford@ci.shreveport.la.us or
visit our web site at
www.shreveportfire.org

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Editorial

by Mary Anne Tompkins

Don't Miss the Future

"Change is the law of life and those who
look only to the past or present are certain to
miss the future." John F. Kennedy's words are
as timely now as when first spoken.

Because the Shreveport Fire Department is
a

dynamic, forward looking organization, AP24,
"Policy Implementation Procedure" was
adopted in October 1998 to provide a
systematic approach for implementing and
revising policies and procedures. This
procedure offers members an opportunity to
provide input on new policies and procedures
as well as a channel for making suggestions
for revisions and modifications.

How can you avoid missing the future of the
Shreveport Fire Department? Volunteer to
serve on committees relating to your area of
expertise or interest. Read each policy or
procedure revision thoroughly, and study it for
consistency and applicability. As you read
trade manuals and visit with other
departments' personnel - ask yourself if any of
their ideas would work for us. Could a policy
be changed to provide more efficient service
to our citizens, our department and its
individual members - or is it already the best it
can be?

receive those suggestions from the
membership and to annually review all existing
policies to ensure they meet will continue to
meet our needs. The committee consists of
seven members of captain level and above
appointed by the Fire Chief. The standing
committee can appoint committees made up of
a cross section of the department to research
and draft new policies or explore revisions for
existing policy.

When you do see a need for a change to a
policy or procedure, submit a proposed
correction in writing to the standing policy
committee. Recognizing that change is
needed, and actively participating by
providing specific language for the proposed
change, is the first step toward not missing the
future of the Shreveport Fire Department.?

*Mary Anne Tompkins is the Secretary to the Fire
Chief and has been with the Department since
1996.*

FlashPoint in COLOR can be
viewed at www.shreveportfire.org Just click
on the FlashPoint logo in the middle of the
Homepage and the current edition will come
up in COLOR! Other changes to the
website include up to the day Department
News Headlines and a related links section
that includes links to IAFF, IAFC,
Caddo911, Signal 51 Group, FEMA-NFA,
a n d m o r e . .

A Standing Policy Committee was created to



FlashPoint

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